

AMENDMENT

First Named Inventor: David L. Henrickson Attorney Docket No.: 317071.01
Application No.: 10/731,571 Group Art Unit: 3624
Filed: 12-9-2003 Examiner: MANSFIELD, THOMAS L
Title: SCHEME LEVERAGING KNOWLEDGE GAINED OF A CUSTOMER'S COMPUTER SYSTEM TO
SUGGEST POSSIBLE PRODUCTS AND SERVICES OF INTEREST

Commissioner for Patents
P.O. Box 1450
Alexandria VA 22313-1450

AMENDMENT

In connection with the Request for Continued Examination ("RCE") filed herewith,
and in response to the Final Office Action ("FOA") of notification date 11-16-2009,
please amend the above-identified Application as follows:

Amendments to the Specification begin on page 2 of this Amendment.

Amendments to the Claims are reflected in the listing of claims that begins on
page 3 of this Amendment.

Remarks begin on page 7 of this Amendment.

Amendment Responsive to 11-16-2009 Final Office Action
Application Number: 10/731,571
Attorney Docket Number: 317071.01